



ELEGANT MUSIC GROUP

entertainment

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Dear Valued Clients,

As we begin to see encouraging light at the end of this long tunnel, we wanted to communicate some company updates and provide a review of our COVID and contractual policies and procedures.

EMG has now helped move or reschedule over 550 events! As many of you know and have experienced, we relaxed and tailored our policies early on to be client-centric to help ease the many stressors our customers were facing. Having weathered a global pandemic over the past year as an events-based business, we can happily report that we have emerged whole and are, in many respects, stronger than we were before. We are eternally thankful you have kept your trust and celebrations with us. EMG is strong, stable, and ready to provide unparalleled entertainment at your upcoming celebration!

As we look forward to what may be some final hurdles, we wanted to remind you of our existing policies and procedures and call your attention to a newer one meant to transition us back to a new normal.

POSTPONEMENT TO A NEW DATE

Many of you know we've waived the "non-transferable deposit/retainer" clause in our contract for COVID-19 related conflicts--both those mandated by state law and those being made simply out of an abundance of caution. We, of course, will continue to honor both scenarios so long as we have availability to service your event on the newly selected date. Should you move from an upcoming date where no government law or executive order prevents our performance to a date EMG has no availability, we will be unable to waive the non-transferable deposit/retainer. We will view this as an elective cancellation, and it will be governed under your contract's standard terms and conditions. We ask clients to please consult with us as talks with your venue are transpiring so that we may better assist in securing your desired talent choice. *Individual event talent subject to availability.

CANCELLATIONS

In the event of a cancellation, the status of previously collected monies will be governed by the laws and executive orders in effect on the event date in the state the venue is located. If you elect to cancel prior to or without a restrictive government law or executive order preventing our performance in effect, deposits and payments will be governed under the normal Terms & Conditions outlined in your event contract.

Like you, we are encouraged by recent medical developments and the coming warmer weather and are hopeful gathering restrictions and health concerns will continue to deescalate. We anticipate and look forward to honoring your contracts as initially written and celebrating your special moments!

For ongoing updates as the situation continues to unfold, we direct your attention to this page:

<https://elegantmusicgroup.com/coronavirus/>

Sincerely,

Michael Saulpaugh

Partners, Elegant Music Group

Tom Gambuzza

Michael Carleo